

HISTORICAL RECORDS
Are case, client, and issuance records maintained for at least three years for both active and inactive cases/actions?
How long are case history files records available on-line?
How long are case history files records available off-line?
How are they stored once off-line?
How long are paper copies maintained in case file? Are copies of notices retained in file?
Is an inventory control of accountable documents maintained through the system for EBT cards?
Does the system provide any inventory maintenance, needs projection or ordering functions?
MANAGEMENT INFORMATION
Does the system provide for monthly selection of active cases and negative action for QC review?
Does the system include all required cases in the sampling frame?
When is the month's frame available?
When is sample selection made?
Is the frame based on issuance or cashed?
Can a dump be produced to validate sampling process?
Is the systematic selection design used?
Does the system provide for a new random start each month?
Does the system provide for a new interval for each new view period? (SHOULD NOT!)
Can the system change the interval during the sample period?
Does the system select records for Management Evaluation review?
Are coupon inventories of issuing agents and bulk storage points monitored by the system?
Does the system provide any inventory maintenance, needs production or ordering functions?
Does the system provide FNS on-line access for QC activities?

MANAGEMENT INFORMATION
Are reports generated by the system which reflect the following summary totals:
New cases
Recertified cases
Closed cases
Suspended cases
Applications pending
Cases pending recertification
Cases certified this period
Cases pending verification
Changes processed
Claims established
Cases receiving restored or retroactive benefits
Cases receiving expedited services
Cases in which expedited service timeframe is not met
Cases in which 30 day processing timeframe is not met
Can the system generate the FNS-366B?
Can a report be generated by the system or upon request on the following:
Demographic information
Client income
FS expenditure trends
Caseload trends
Fraud trends
Fair Hearing trends
Household characteristics
Error-prone profiles
Operational statistics, and
Caseworker evaluations/performance monitoring